

2 | Consultation

Consultation with stakeholders and the public is an important component of YRT/Viva’s annual service planning process.

During the consultation process for the 2017 Annual Service Plan, various stakeholder groups from all municipalities in York Region participated in a number of meetings, workshops, outreach sessions, route surveys, and Public Information Centres (PICs).

The key objective of all stakeholder and public consultation was to obtain feedback on the proposed service initiatives. Comments were evaluated and considered in the development of the 2017 Annual Service Plan. A summary of the consultation feedback is provided in **Appendix C**.

2.1 | Consultation Events

In 2016, YRT/Viva consulted with stakeholders and the public through the following events:

- > Five stakeholder workshops
- > Five route surveys
- > Nine Public Information Centres (PICs)
- > 10 municipal meetings
- > 50 Mobility Plus outreach events
- > 150 Marketing outreach events

A summary of the different consultation events and dates is provided in the following sections.

Municipal Representatives Meetings

YRT/Viva presented the draft service initiatives to Planning and/or Engineering staff in all nine York Region municipalities. The dates are listed in **Table 1**.

Table 1: Municipal Meeting Schedule

Date (2016)	Municipality
Wednesday, February 17	Town of Aurora
Wednesday, February 17	Town of Richmond Hill
Thursday, February 18	Town of Newmarket
Friday, February 19	City of Markham
Tuesday, February 23	City of Vaughan
Wednesday, February 24	Town of East Gwillimbury
Wednesday, February 24	Town of Georgina
Thursday, February 25	Township of King
Thursday, March 3	Town of Whitchurch-Stouffville
Wednesday, June 9	

Stakeholder Workshops

YRT/Viva hosted five workshops with stakeholder groups to discuss the draft service initiatives. The dates and stakeholder groups are listed in **Table 2**.

Table 2: Stakeholder Workshop Schedule

Date (2016)	Stakeholder Group
Wednesday, March 2	Neighbouring transit partners
Wednesday, March 9	York Region department representatives/Regional stakeholders
Tuesday, March 22	Contractors
Wednesday, March 23	Various key stakeholders
Thursday, April 7	Student transportation services

Public Information Centres

In March and April, YRT/Viva held PICs in all nine York Region municipalities. The dates, municipalities and locations are listed in **Table 3**.

Table 3: Public Information Centres Schedule

Date (2016) 4 p.m. to 8 p.m.	Municipality	Location
Tuesday, March 22	Markham	Markham Civic Centre
Wednesday, March 23	East Gwillimbury	E.G. Sports Complex
Tuesday, March 29	Georgina	Georgina Ice Palace
Wednesday, March 30	Newmarket	Newmarket GO Bus Terminal
Thursday, March 31	Aurora	Aurora Public Library
Tuesday, April 5	Whitchurch-Stouffville	Whitchurch-Stouffville Municipal Office
Wednesday, April 6	Vaughan	Vaughan Mills Mall
Thursday, April 7	Richmond Hill	Richmond Hill Centre Terminal
Tuesday, April 12	King	King City Plaza

Route Surveys

YRT/Viva staff conducted surveys for four of the routes affected by service changes proposed for 2017. Passengers were asked to fill out a passenger survey, either on-board the bus or at the impacted bus stops, or online through mail-drop surveys. The dates, routes and type of survey are listed in **Table 4**.

Table 4: Route Surveys

Date (2016)	Route	Survey Type
Thursday, February 4	84 – Oak Ridges	On-board
Monday, February 15 - Sunday, February 28	84 – Oak Ridges	Mail-drop
Thursday, February 11	9 – 9th Line	On-board
Thursday, March 3	244 – Beaver Creek Shuttle	On-board
Wednesday, July 13	Route 23 – Thornhill Woods	On-board